

SUNDAY EDIDIONG MONDAY

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PROFESSIONAL SUMMARY

A highly motivated and detail-oriented graduate with a B.Sc. (Ed.) in Chemistry Education and professional experience in customer service, client relationship management, and laboratory operations. Demonstrated ability to communicate effectively, resolve customer concerns, manage records accurately, and work collaboratively in fast-paced environments. Possesses strong analytical, problem-solving, and interpersonal skills with proficiency in Microsoft Office applications. Seeking to leverage these competencies at the firm and to contribute to organizational growth while building a successful career in the industry.

CORE COMPETENCIES

Customer Relationship Management (CRM) | Client Service Excellence | Communication and Interpersonal Skills | Analytical and Problem-Solving Skills | Documentation and Records Management | Microsoft Office Suite (Word, Excel, PowerPoint) | Team Collaboration | Attention to Detail | Time Management | Adaptability and Learning Agility | Professional Ethics and Confidentiality

WORK EXPERIENCE

Customer Service Representative (NYSC) - August 2025 – June 2026

Iykmavian Pharmaceuticals (Nig.) Ltd, Lagos

Key Achievements:

- Delivered prompt and professional support to customers through multiple communication channels.
- Resolved customer inquiries and complaints efficiently, contributing to improved customer satisfaction.
- Processed customer orders and maintained accurate transaction records.
- Built and maintained positive customer relationships through effective communication and service delivery.

- Handled confidential customer information with discretion and professionalism.
- Supported business growth through customer retention and engagement initiatives.

Medical Laboratory Technician - *April 2024 – June 2025*

Salvation Medical Laboratory, Lagos

Key Achievements:

- Conducted laboratory tests and ensured accurate documentation of results.
- Maintained high standards of quality assurance and regulatory compliance.
- Managed sensitive data and records with accuracy and confidentiality.
- Demonstrated strong analytical skills in interpreting laboratory findings.
- Collaborated effectively with healthcare professionals to support quality service delivery.

EDUCATION

B.Sc. Ed. (Second Class Upper) – Chemistry Education

Tai Solarin University of Education, Ogun State

2020 – 2024

CERTIFICATIONS

- **Project Management Professional (PMP) Certification**
- **Customer Relationship Management (CRM) Certification**
- **Human Resource Management Certification**

REFERENCES

Available upon request.

